

Questions and Answers from the First Steps Web site as of 3/31/05

Q1. Have credentialing procedures or forms changed?

A1. No, at this time the credentialing procedure and forms have not changed.

Q2. Will the First Steps program be terminated?

A2. The state is looking at ways to increase revenues and evaluating programmatic requirements . There are currently no plans to discontinue the program.

Q3. Why isn't more information available?

A3. Regular programmatic updates are posted to the First Steps web page. As additional information is available, it will be posted on the FS web page.

Q4. What will the provider rates be once billing Medicaid/MCO's is implemented?

A4. At this time, there have been no final determinations about First Steps provider rates. First Steps and the Office of Medicaid Policy and Planning are working with a consulting firm in the evaluation and determination of First Steps rates. As information is available, it will be posted to the First Steps web. Any proposed changes to the First Steps rate will be posted on the First Steps web site.

Q5. Do First Steps providers have to enroll in Medicaid/MCO?

A5. With the exception of Service Coordinators and Developmental Therapists, First Steps providers must enroll as an IHCP/Medicaid provider. Any IHCP provider may enroll with one or more MCOs to be considered an in-network provider. Any IHCP provider not enrolled with an MCO is considered an out-of-network provider. It has not yet been determined whether First Steps providers need to be in-network providers or remain as out-of-network providers. However, once billing the MCO's/Medicaid is implemented, if a First Steps provider has not completed the IHCP packet then those providers cannot continue to provide First Steps services.

Q6. Will First Steps services be cut?

A6. At this time, there is no discussion of cutting specific services.

Q7. What claim forms should be used?

A7. Continue to use the current First Steps claim forms until notified of any changes.

Q8. Can eligibility for the First Steps program be changes without legislative action?

A8. Eligibility may be redefined through a change in administrative rule. 470 IAC 3.1-7-1

Q9. Are all private insurance companies being billed by First Steps?

A9. Currently, only Anthem Insurance is being billed by First Steps. Work is continuing toward billing other insurance companies in the future.

Q10. When private insurance is billed, does a family still have to pay their cost participation co-payment?

A10. The family is responsible for the cost participation co-payment. Any reimbursement from their insurance will be shown as a credit on their cost participation co-payment statement.

Q11. Are families required to sign consent for First Steps to bill their private insurance?

A11. Yes, at this time, the requirement to allow First Steps access to bill insurance is not mandatory.

Q12. How are families reimbursed once their private insurance pays First Steps?

A12. The family Cost Participation Statement reflects the co-payment due and any income received from private health insurance. If the child is currently enrolled in the system, the amount received through access to private health insurance will serve as a credit to the cost participation account. If the child is not currently enrolled in the system, the family can expect to receive reimbursement for the cost participation funds paid, up to the amount reimbursed through the private health insurance. See March 31, 2005 memo.